



About the Baldridge Performance Excellence Program

Created by Congress in 1987, the Baldridge Program helps organizations improve and succeed in the competitive global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the greater Baldridge community, the Baldridge Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by teams of trained experts, presentations and workshops on how to improve, and conferences and other events that showcase best management practices.

Baldridge in Kansas

- **6 Kansas applicants for the Baldridge Award (2005–2015)**
- **5 Baldridge examiners from Kansas volunteered over \$76,000 in services in 2015.**

Excellence in the Heartland

The Alliance for Performance Excellence (<http://www.baldrigepe.org/alliance/>), a network of regional, state, and local Baldridge-based programs, serves organizations from all industry sectors and nearly all U.S. states. These programs rely on the Baldridge Program for the Baldridge Excellence Framework and other resources but operate without financial support from the Baldridge Program. The Excellence in the Heartland Program (<http://www.eiheartland.org/>) was established by the Alliance for Performance Excellence in 2012 to administer the Excellence in the Heartland Award and to promote quality principles in organizations from all industry sectors in the state of Kansas. The Excellence in Missouri Foundation, administrator of the award in Kansas, is a 501(c)(3) not-for-profit educational organization funded entirely by the award programs and client products and services. The Foundation is led by a Board of Directors consisting of over 20 key business, education, government, and health care leaders.

AHCA/NCAL National Quality Award Winners in Kansas

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long term and postacute care services. The program is based on the core values and criteria of the Baldridge Performance Excellence Program.

Vintage Park at Eureka, LLC (2015, Silver)
Vintage Park at Osawatomie, LLC (2015, Silver)
Country Care, Inc. (2015, Bronze)
Derby Health and Rehabilitation (2015, Bronze)
Lamar Court Assisted Living (2015, Bronze)
McCrite Plaza (2015, Bronze)
Medicalodges Frontenac (2015, Bronze)
Medicalodges Girard (2015, Bronze)
Royal Terrace Nursing and Rehabilitation Center (2015, Bronze)
Vintage Park at Tonganoxie (2015, Bronze)
Woodhaven Care Center (2015, Bronze)
North Point Skilled Nursing (2014, Silver)

Tonganoxie Nursing Center (2014, Silver)
Golden Living—Edwardsville (2014, Bronze)
Gran Villas Pittsburg (2014, Bronze)
Heritage Health Care (2014, Bronze)
Medicalodges Goddard (2014, Bronze)
Moran Manor Skilled Nursing by Americare (2014, Bronze)
Neuvant House of Lawrence (2014, Bronze)
Osage Nursing Center (2014, Bronze)
Pleasant Valley Skilled Nursing (2014, Bronze)
Rolling Hills Health Center (2014, Bronze)
Wheatland Nursing Center (2014, Bronze)

Baldrige in the U.S.

- Organizations from all sectors and of all sizes use the Baldrige Excellence Framework to achieve their success and sustainability goals.
- U.S. organizations applying for the Baldrige Award have received 1,639 feedback reports detailing organizational strengths and opportunities for improvement.
- 102 Baldrige Award recipients share their role-model practices with other organizations.
- 2010–2015 applicants represent 567,434 U.S. jobs, 2,665 work sites, more than \$142 billion in revenues/budgets, and an estimated 449 million customers served.
- 349 national Baldrige examiners volunteered roughly \$5.3 million in services in 2015.
- In 2014, more than 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,210 organizations using 2,152 volunteer examiners.

Sample Achievements by Baldrige Award Winners

- Estimated **cost savings of \$225 million annually** through time reductions resulting from process and performance improvements (Lockheed Martin Missiles and Fire Control)
- **Growth in revenue from \$41 million to \$265 million** over 10 years (PricewaterhouseCoopers Public Sector Practice)
- In **customer satisfaction, outperformed its closest competitor** in 20 of 20 performance attributes (MESA)
- Consistent **Healthgrades scores in the top 10% nationally** for patient safety, general surgery, gastrointestinal care, and joint replacement (Hill Country Memorial)
- Voted “**Best Financial Institution**” by readers of the *Boulder Daily Camera* for 15 of 16 years; more mortgage volume in its county than any of its competitors (Elevations Credit Union)
- Despite rigorous public school graduation requirements, a **97.4% graduation rate** in 2012-2013 (Pewaukee School District)
- **Revenue growth** from about \$120 million in 1997 to about \$625 million in 2009 (MEDRAD)
- For four years, composite performance **at or better than the top 10% of health care systems nationally** for each disease group in the core measures reported by the Centers for Medicare and Medicaid Services (St. David’s HealthCare)
- 90% or higher **customer satisfaction** levels (Premier Inc.)
- **Profitability during 4 years of economic downturn** while the rest of the industry saw minimal growth and modest profit (Freese and Nichols)
- Improvement in **academic composite ranking from 55th to 9th** in North Carolina (Iredell-Statesville Schools)
- Better resident **ratings of overall quality of service** than the state, county, and U.S. governments (City of Irving, Texas)